

Terms & Conditions

Website Disclaimer

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Delivery

Look once... Look twice... and Look Out!

When you receive goods delivered by carrier it's important that you understand how the transport companies try to minimise their responsibility and make you responsible for their mistakes. When you receive goods please, please, please make sure your employees understand the rules:

Check the number of packages you are being offered and make sure it is the same number shown on the carrier's despatch note. If you sign for three packages and later discover you only have two, the Carrier is under no obligation to find (or even look for) the missing package. It's your loss without recourse.

Check the outer packaging and open and check the products inside their boxes for any sign of damage. If there is the slightest indication that damage may have

occurred sign the Carrier's despatch note as "DAMAGED GOODS". If you fail to do this and later find that the goods have been damaged, you will have no claim on the carrier whatsoever, or Skinalive. If the goods turn out to be ok... no damage done, as it were.

It's no good signing for the goods, and then telling the Boss that they are damaged! By then it's too late and the Carrier cannot be held responsible for the damage which has occurred in transit.

And it's no good telling us! We will be sorry to hear about your loss, but we send out materials in good order and cannot be held responsible for damage that occurs on the way if you do not sign for the products in the manner specified above.

If you need time to check the goods, make the Carrier wait. And don't be tempted to sign for goods as "received un-checked". It has no legal standing, and will leave you exposed to the same consequences as signing for them as received in good condition.

If you open up the packages and there are goods missing - tell us as soon as possible (but within 3 working days) so we can check our despatch and if necessary, rectify our mistake. No one's perfect but we accept our responsibility for filling the boxes and loading the pallets correctly.

So be careful - look once (count the packages), look twice (check for internal and external damage), and above all Look Out - or you may be letting the Carriers of the hook and subsidising their profits!!

Cancellation

In accordance with EC Directive's and UK Law, we provide a 7 day cancellation starting from the day after the goods are received (a cooling off period), during which you have the right to cancel your order for any reason. To exercise this right, please contact us. You will be liable to pay the carriage / postage charges involved in returning the goods, and if we are charged for the return we reserve the right to deduct the cost from the amount to be refunded. Once you have told us that you want to cancel your order, we will normally refund your order the day we receive the goods in their original condition, or no later than 30 days of notifying us of your wish to cancel.

This does not affect your statutory rights as a consumer.

Returns Policy

We offer a returns policy on goods that are not suitable or for other reasons such as defects - this also operates under a 7 day period from the time of receipt of the goods, but if there is a defect, this extends depending on the type of product. Most of the products on the site have their own manufacturing warranties which we will take up for you with the manufacturer. This does not affect your statutory rights as a consumer.

Complaints Procedure

We want happy customers. Complaints are dealt with quickly and efficiently under our 100% Quality policy. Your statutory rights are respected and exceeded. To enable us to do your complaint justice, contact us immediately you have a problem with full details by writing to info@seabase.eu. We prefer e-mail.

Our contact information can be found here. Before you write or call, read our product and surfboard warranties.

Transactional Information

Skinalive takes care to ensure that all the descriptions of their products are accurate so the buyer will know exactly what they are buying. The price displayed will exclude VAT but shows VAT (in parentheses) so that you know exactly how much is being spent. Other non-optional costs the buyer will incur such as delivery are at the check out. You will have the option to cancel your order if you do not agree with the freight/carriage charges. This does not affect your statutory rights as a consumer.

Carriage Prices

The carriage price for your order is calculated at the checkout.

When will my order be shipped?

Your order is shipped, subject to stock, on the same day we receive your order. We don't have a cut of time - if we can fit it in before the couriers come we'll do it. We aim for next business day delivery for most UK postcodes - offshore islands and some northern parts of Scotland go on a 2-3 day service to make it cheaper for you.

Any exceptions to the website's carriage calculation?

Yes - shipping this type of equipment is tricky, and we make here of letting you know that the carriage price is a very good estimate, but can be subject to change. Obviously if we need to increase the carriage price we will always get in touch with you first to confirm. If there is a reduction (and yes we do reduce the charge if we can on some orders!!) then we'll reduce the carriage charge without any reference to you - you'll just get a cheaper than expected invoice.

Skinalive / Seabase Product Warranty

Product Warranty: All our products leave the warehouse in perfect condition. Since the brands we represent are the best in the industry, most of them contain comprehensive guarantees. These do not affect your statutory rights as a consumer. Seabase is a customer centred business. We will take all your problems seriously and always attempt to resolve any problems in mutually beneficial ways.

If you have any further comments or any reason to be dissatisfied with the quality of your Skinalive / Seabase product after purchase please call our advice line on +44 (0)1637 875811 or write to info@seabase.eu.